

# Deliver Modern Learning with AI and Adaptive

November 7, 2023



# About Realizeit

Our mission is to *make learning better by modernizing learning* to better engage learners and maximize the impact of every learning moment.

Personalization and Adaptivity powered by AI are the key strategic elements required to modernize workforce learning.

Realizeit enables organizations to transform to a data-driven, intelligent, agile, and performance-oriented learning environment ...going beyond what the LMS and LXP can provide.



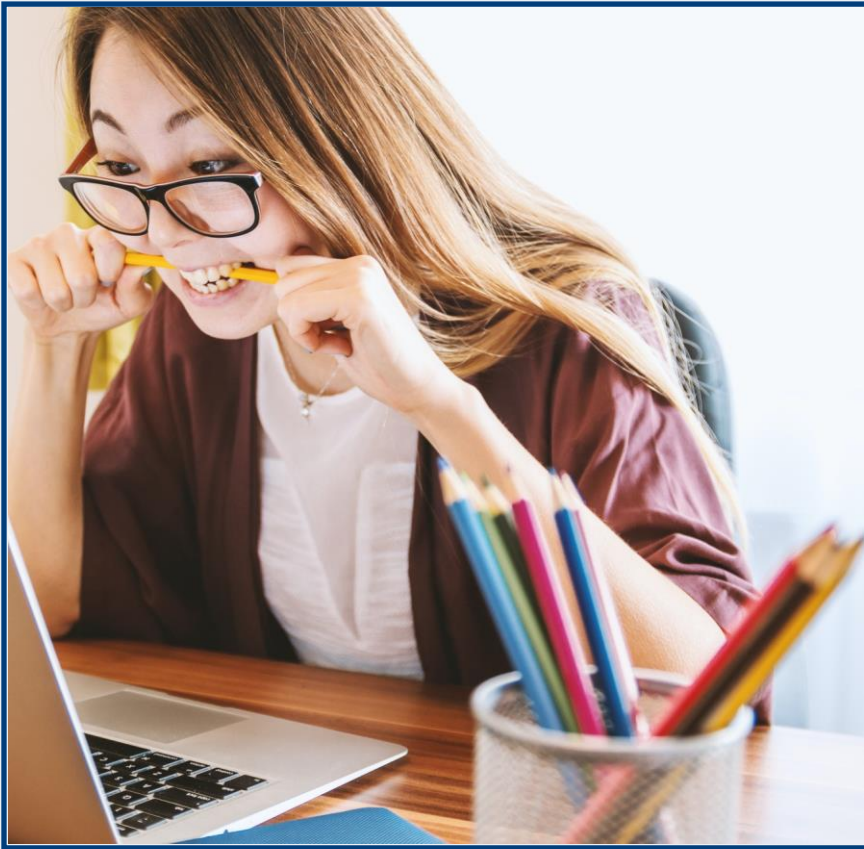
# The Modern Business Environment...



- Accelerated Business Change... speed and agility is key
- Digital, Hybrid, Remote, Flexible
- All about Skills and Performance
- Forces of Data, Analytics and AI – upending all prior beliefs and processes



# Is Changing Learning Norms



## Traditional

## Modern

Same for everyone

Tailored to me

Success = Completion

Success = Performance

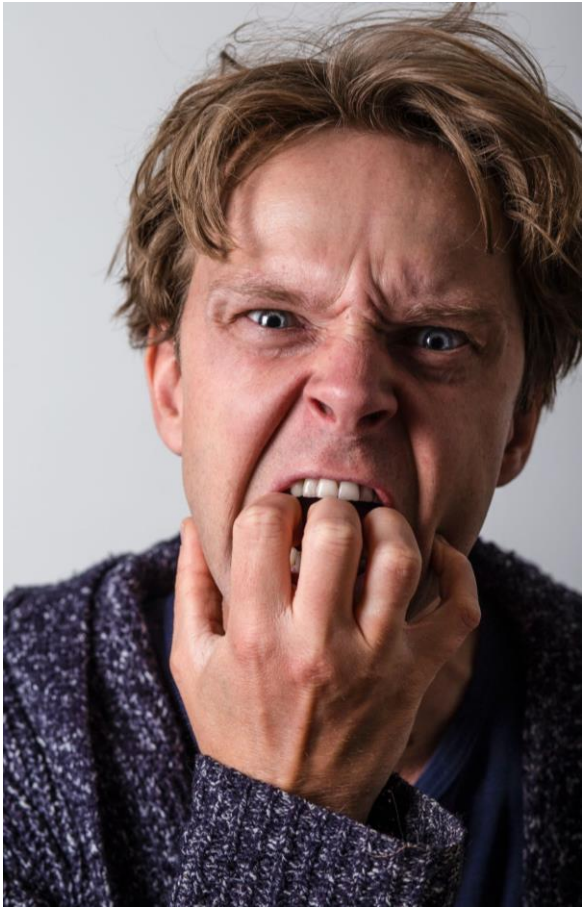
Learning = Content

Learning = Knowledge

Do it all at once

Do in small bites – just-enough and reinforce!

# L&D's Challenge: How to Effect the Switch....



## ...Lots to think about!

- How to retool Legacy Training and Learning
- How to think about Data, AI, Analytics?
- Where to start? How do we start?
- How to rewire L&D?
- What about the technology ecosystem? What is missing? What stays?

# ..And do it at Scale for all Use Cases!!

**Onboarding/  
New-Hire  
Training**

**Compliance  
Training**

**Reinforcement  
Training**

**Upskilling**

**Product  
Training**

**Leadership  
Training**

**Structured  
On-the-Job  
Training**

**Cross Training**

**Sales  
Enablement**

# 4 Key Pillars to Think About

What should be the

Learning Strategy

What should be the

Learning Model

What enablers are  
needed

L&D Processes

What should be the

Right Technology

# Modern Learning Goals



Tailored to learner

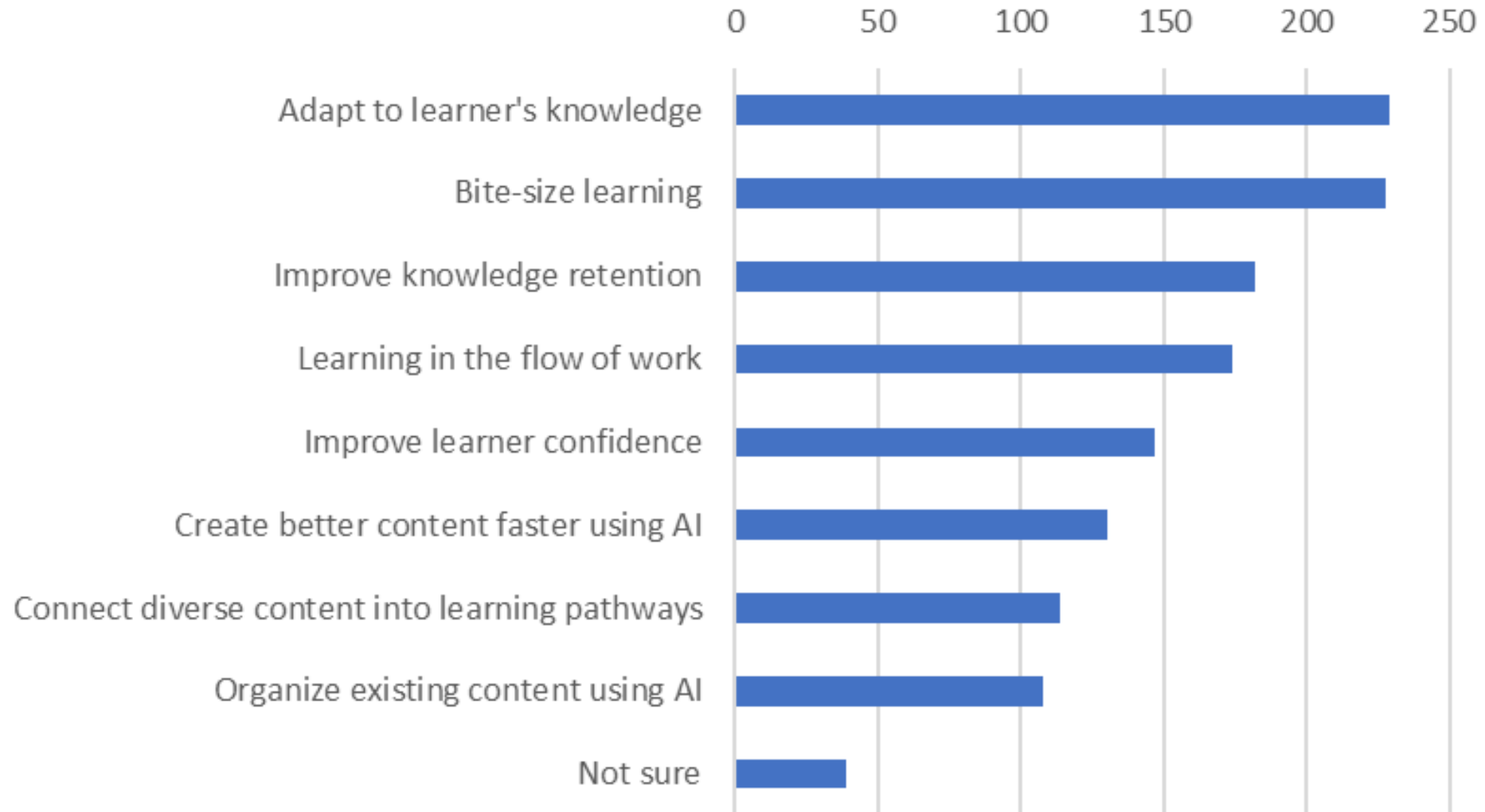
Success = Performance

Learning = Knowledge

Do in small bites – just-enough and reinforce!



# Poll Response: Modern Learning Goals



# Choosing the Right Learning Strategy



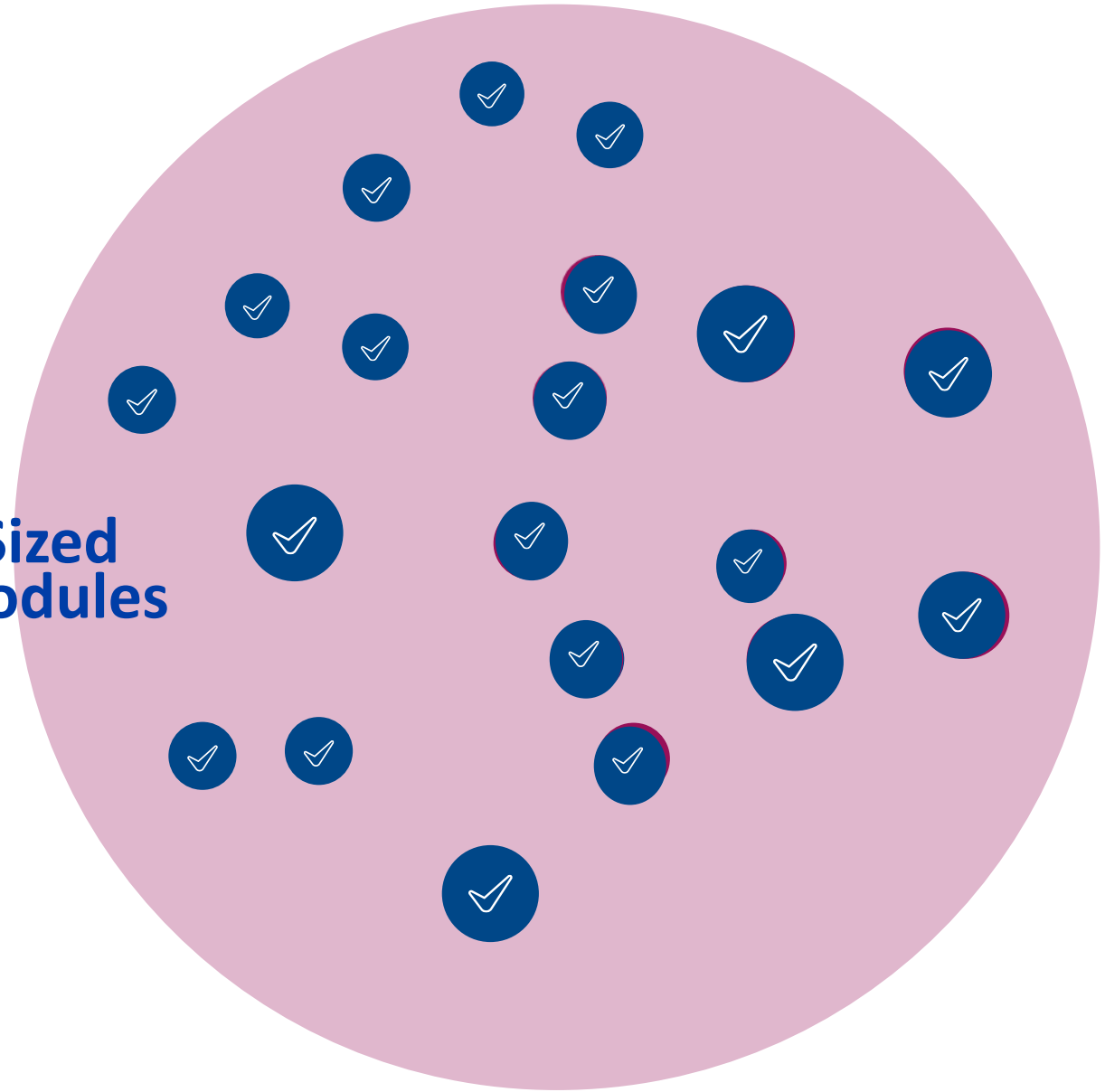
Learning Purpose	Performance-aimed, skill-building
Learning Delivery	Personalized, everywhere
Learning Experience	Continuously adapted
Learning Implementation	Integrated, seamless
Learning Operation	Intelligent, automated, responsive

# The Training and Learning Model Needed for this Strategy

- Bite-sized learning in journeys
- Personalized
- Need based
- Assessed and Assured
- Data and Analytics Based

Giving  
Learners  
Just  
What  
They  
Need

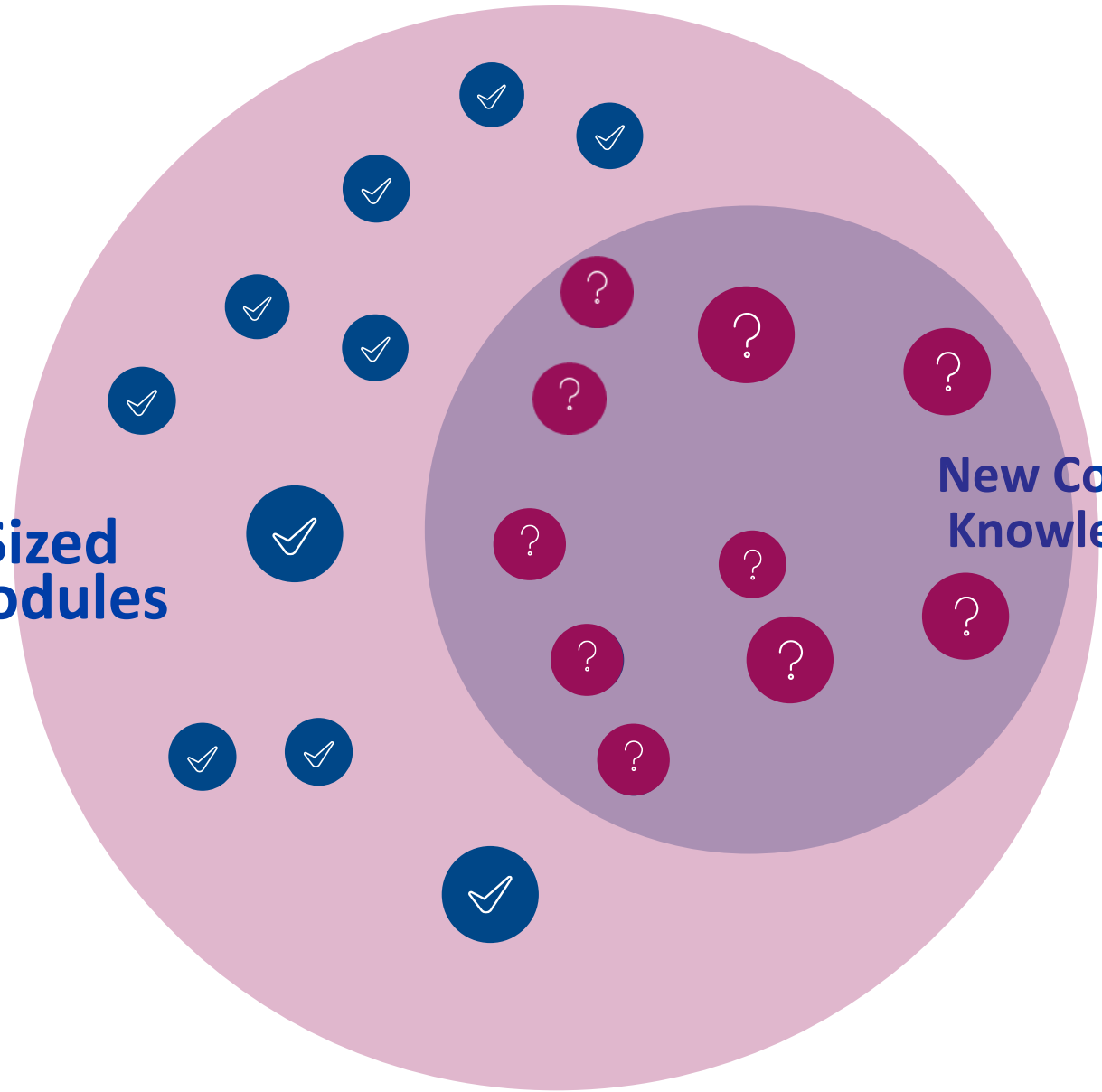
**Bite-Sized  
Skill Modules**



# Giving Learners Just What They Need

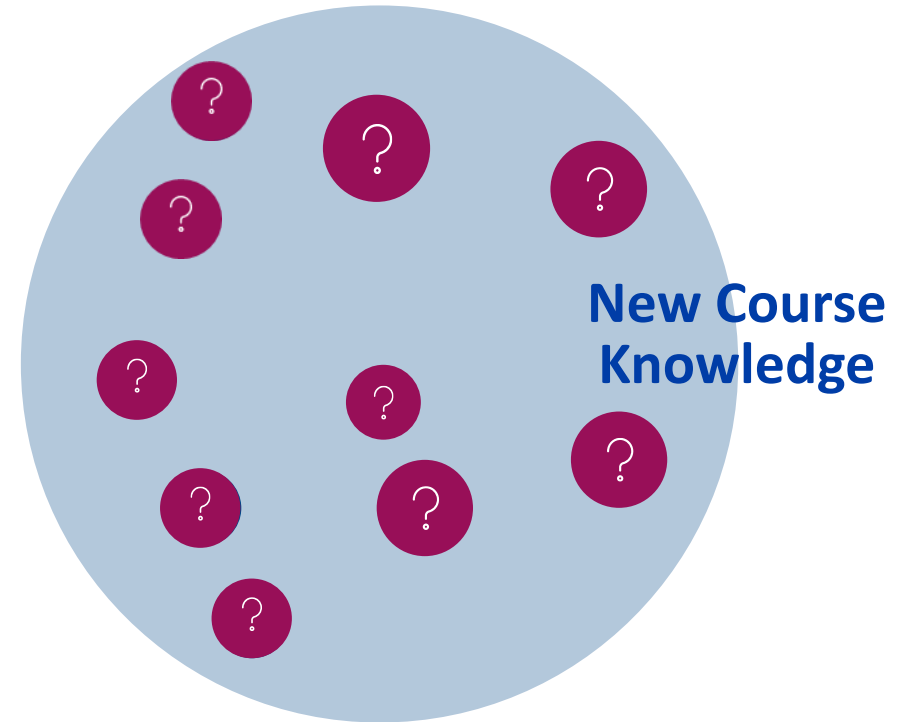
**Bite-Sized  
Skill Modules**

**New Course  
Knowledge**

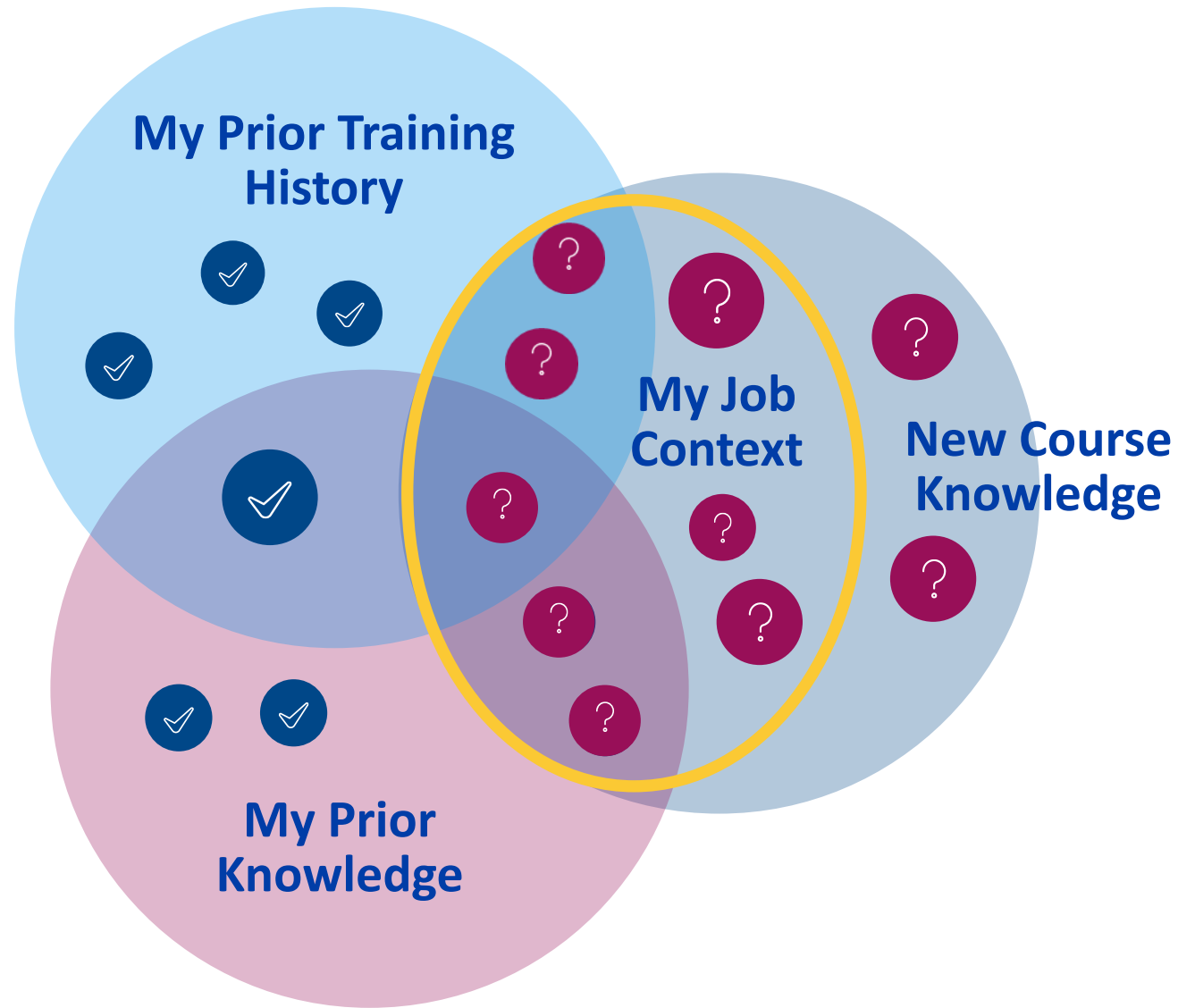




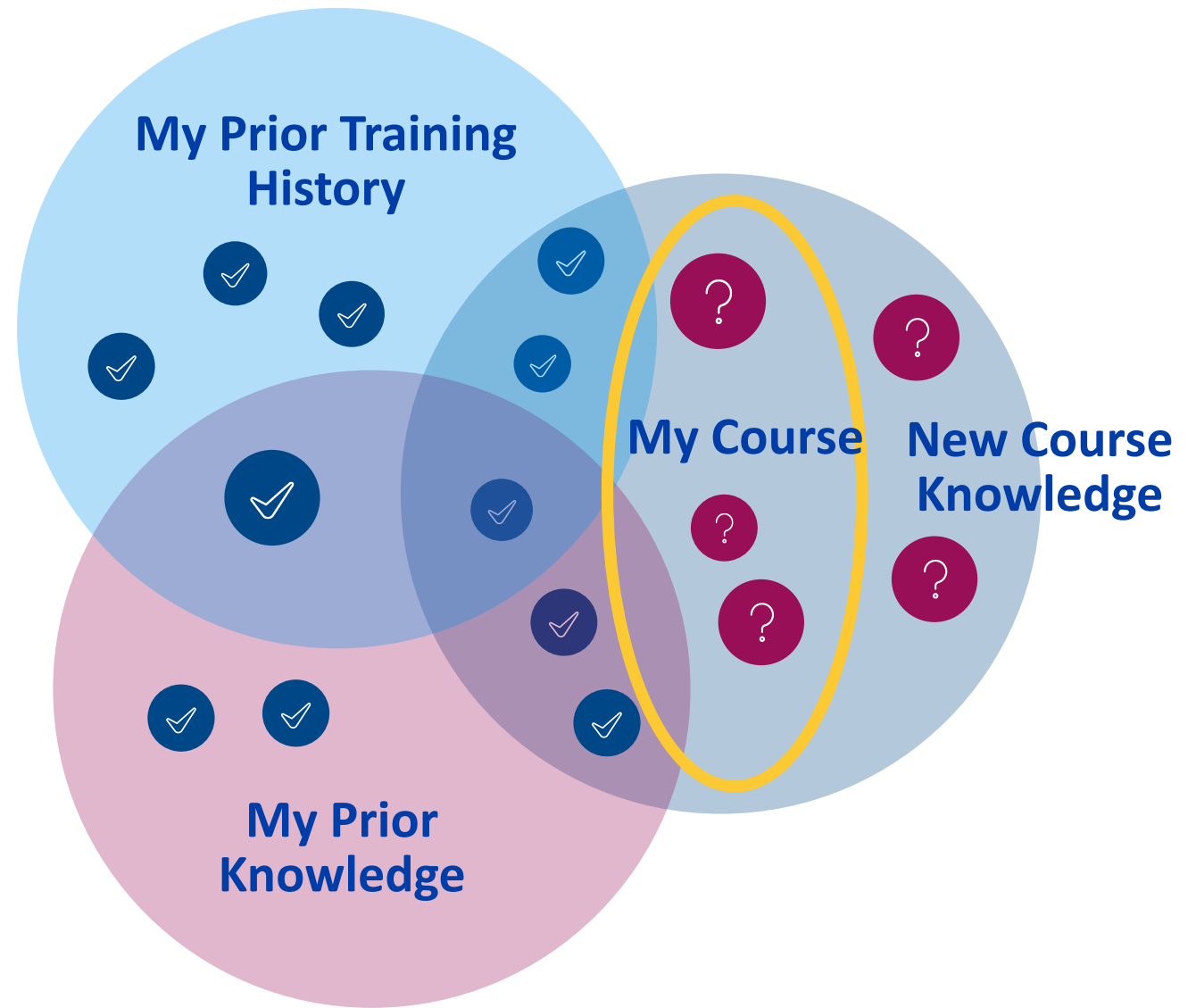
Giving  
Learners  
Just  
What  
They  
Need



# Giving Learners Just What They Need



# Giving Learners Just What They Need



**What it  
Delivers as  
Tangible  
Value**

**1 Saves Time**

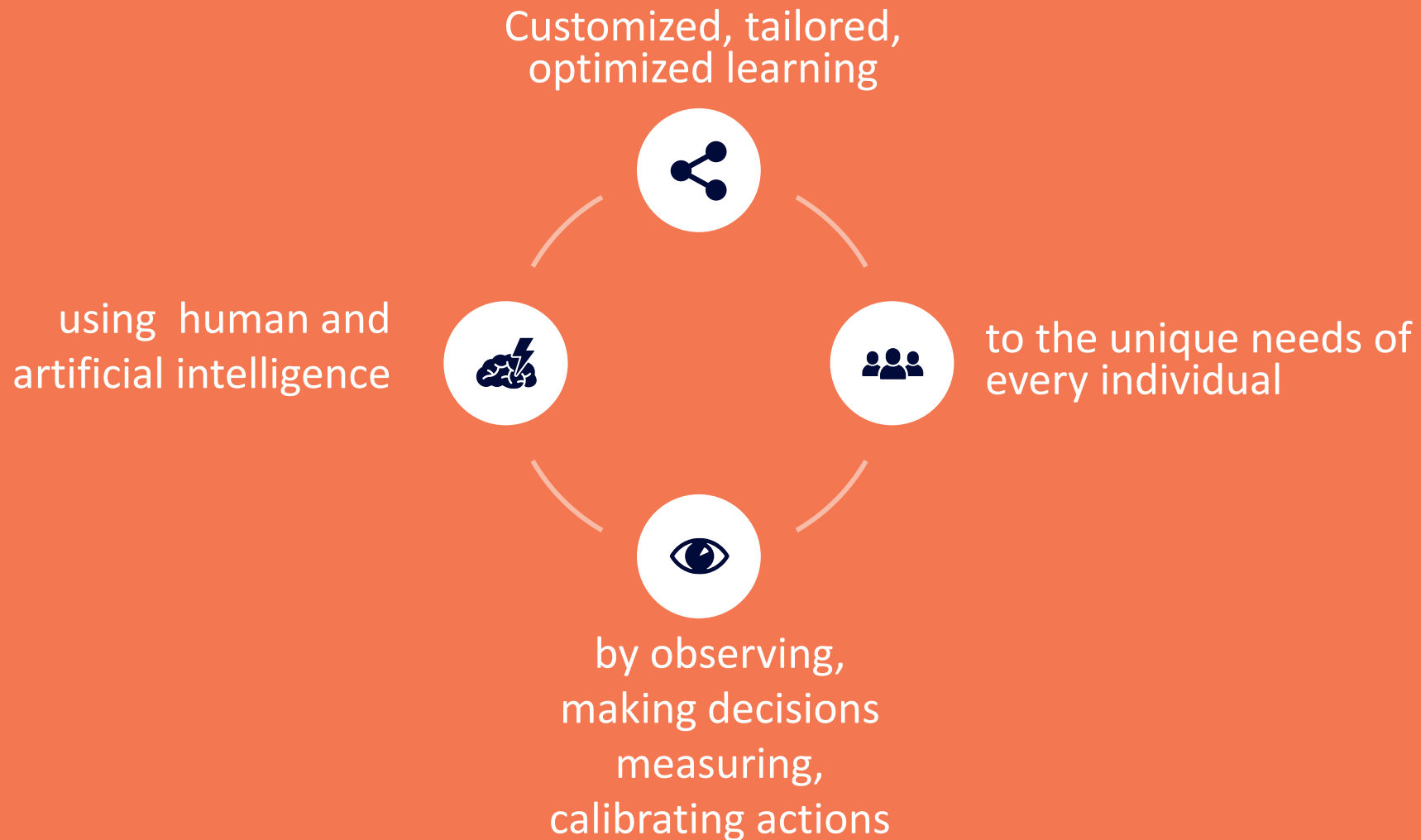
**2 Improves Learner Engagement**

**3 Focuses on Performance, Skill Gaps, Risks**

**4 Makes Learning Data-Driven**

**5 Elevates value of L&D to Business**

# Personalized, Adaptive Learning Model







## Cyber Security

To be started

0/30

This course will help you learn cyber security to build a more secure organization. [Hide description](#)

### Recommended for you now



#### Determine Knowledge

##### Governance to plan your security program

Determine knowledge saves you time by allowing you to move past activities that you already know. This is the best place to start.

[Start](#)

Factoring in Prior Knowledge

### Contents

#### Learning segments (5)



Governance to plan your security program

0/11



Architecture to design your security capabilities

0/5



Engineering to build your security capabilities

0/4



Build and lead the team, process, and culture

0/5



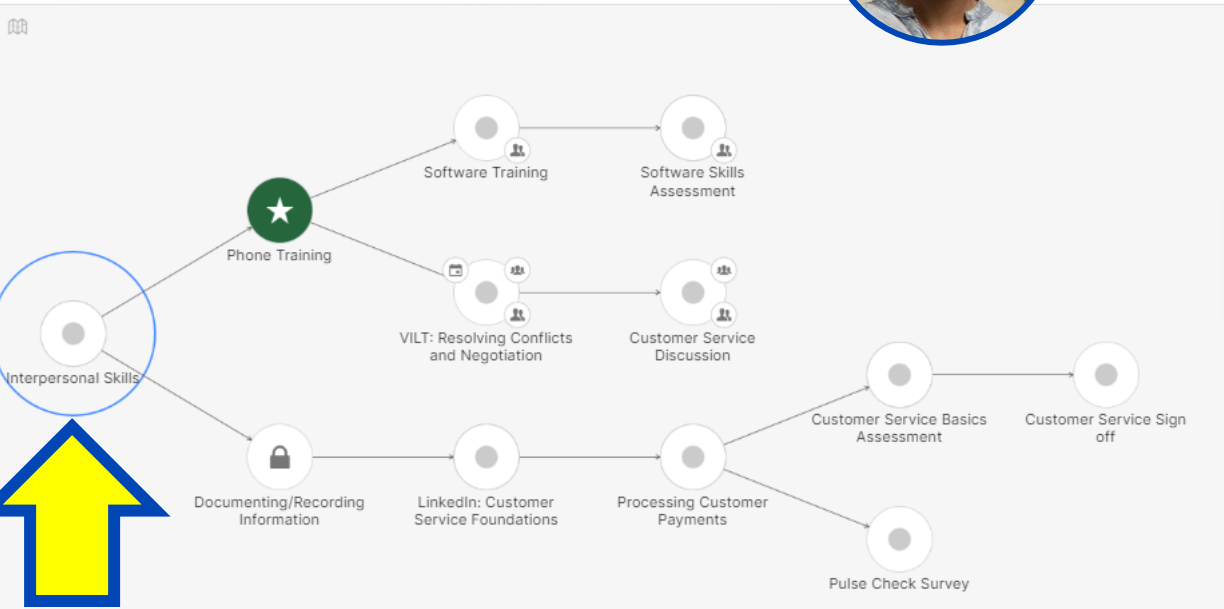
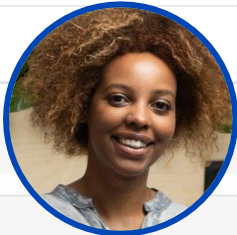
Run operations to manage and mitigate attacks

0/5

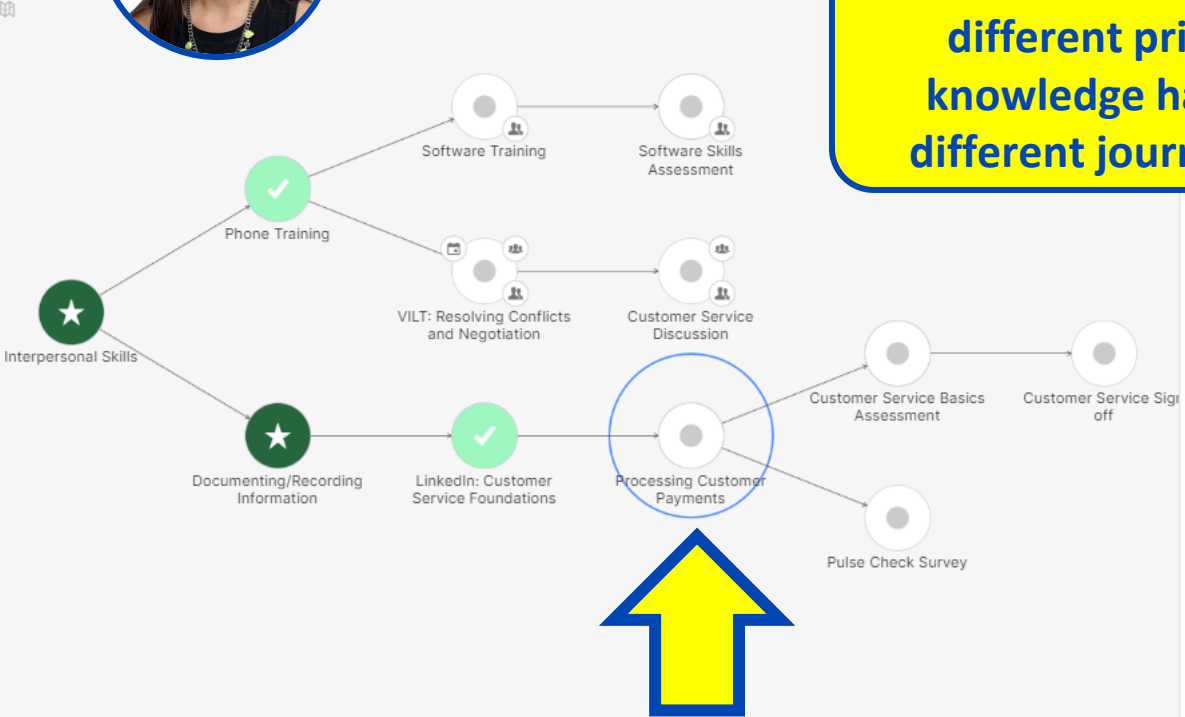
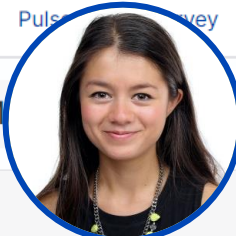


Jon focuses on what he needs to know and save time.

Map



Map



Bite Sized Learning in Journeys

Learners with different prior knowledge have different journeys

## What is a Cyber Security Program?

### Lesson path

1. What Is A Cyber Security Program? ✓
2. The Kaseya Ransomware Attack ✓
3. Quiz

# Quiz



## Question 3

Select the 3 main effects of cyber attacks on an organization

- ☒ Damaged brand name
- ☒ High fines
- ☒ Lawsuits
- ☐ Redundancies
- ☐ Employee training

✓ Correct

[View solution](#)

You answered 3 out of 3 correctly. Asking up to 3.

Well done!

[Next](#)

[Exit](#)



Contact



**Frequent Checks and Measurements embedded**

**EFFECTIVE AND ASSURED**

## Colossal Plummet

Friday April 28 - 15:00 to 17:00

### Trainer Productivity



Trainers save time and be effective.

ENGAGEMENT & EFFICIENCY

More

#### Objectives

Create plan

Needs attention (3)

Not started (0)

Complete (7)

All (7)

Filter...

⌚ Training session scheduled: 2 hrs | Time remaining: 1 hr 18 mins



Attraction Welcome Orientation



Main Tower Control Console



Ride Motion Protection



Personal and Guest Safety



Loader One and Loader Two Position Attraction Members



Unloader One and Unloader Two Position Attraction Member



Final Knowledge Assessment



#### Assessments

Filter...





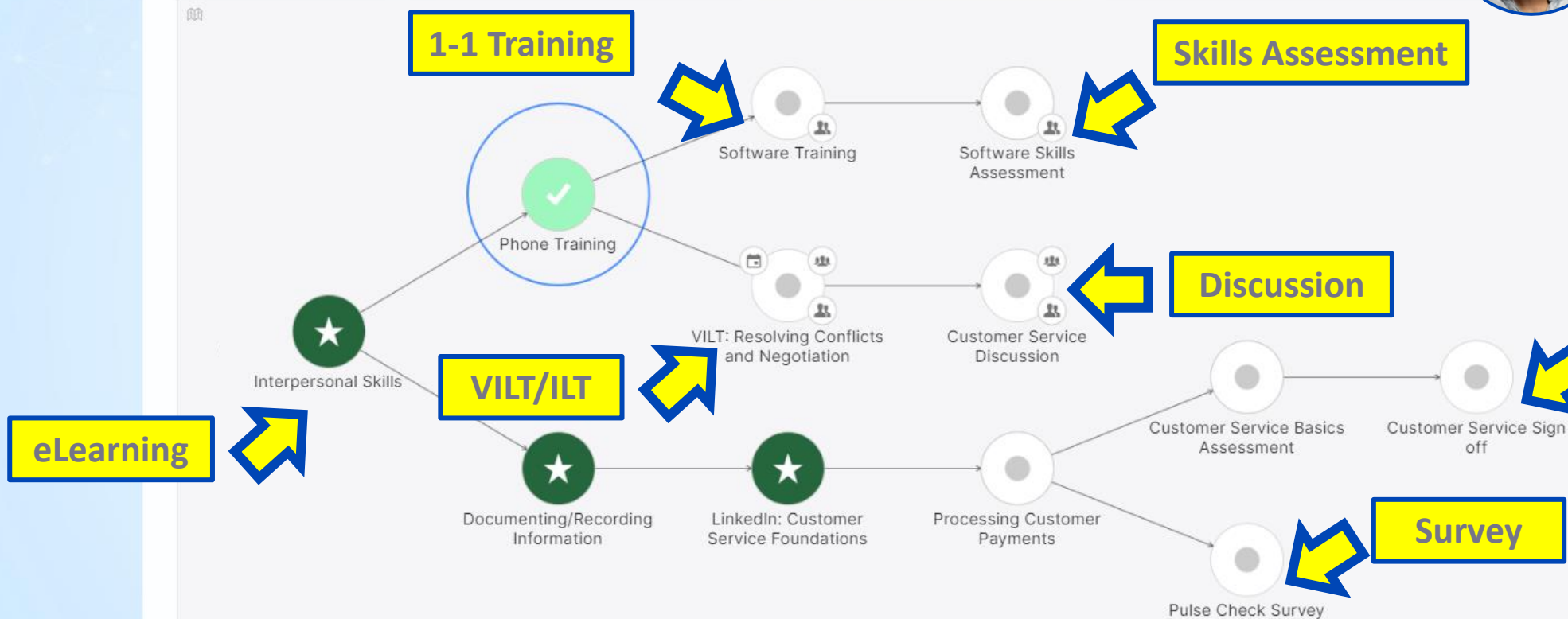
Pulse Check Survey

Map

## Seamless – Multi-Modal

Avoid learner  
cognitive fatigue

ENGAGEMENT &amp; EFFECTIVENESS



Locked Available Completed Needs Attention Developing Proficient





Learning segment  
< **Customer Service Basics**  
Due date: 5/8/2023

★  
Proficient:  
81%

4/8  
Learners

👁  
Watch

🔧  
Toolboxes

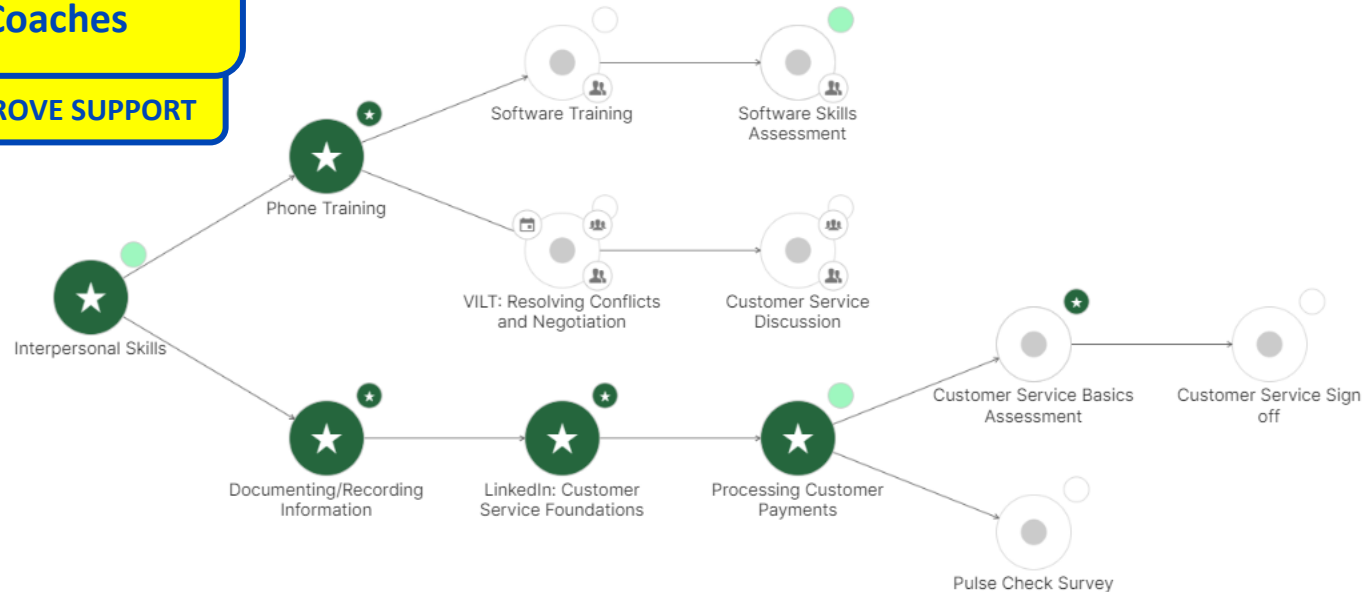
Need To Know **Learning Map** Learners Analytics



## Coach/Trainer Productivity

**Pinpointed Support  
from Coaches**

**SAVE TIME & IMPROVE SUPPORT**



Map

List



Locked



Available



Completed



Needs Attention



Developing



Proficient

### Team

SOS Dan

Alex

Holly

SOS Seth

Sarah

Ginger

Kurt

Compare



Learning segment  
< **Customer Service Basics**  
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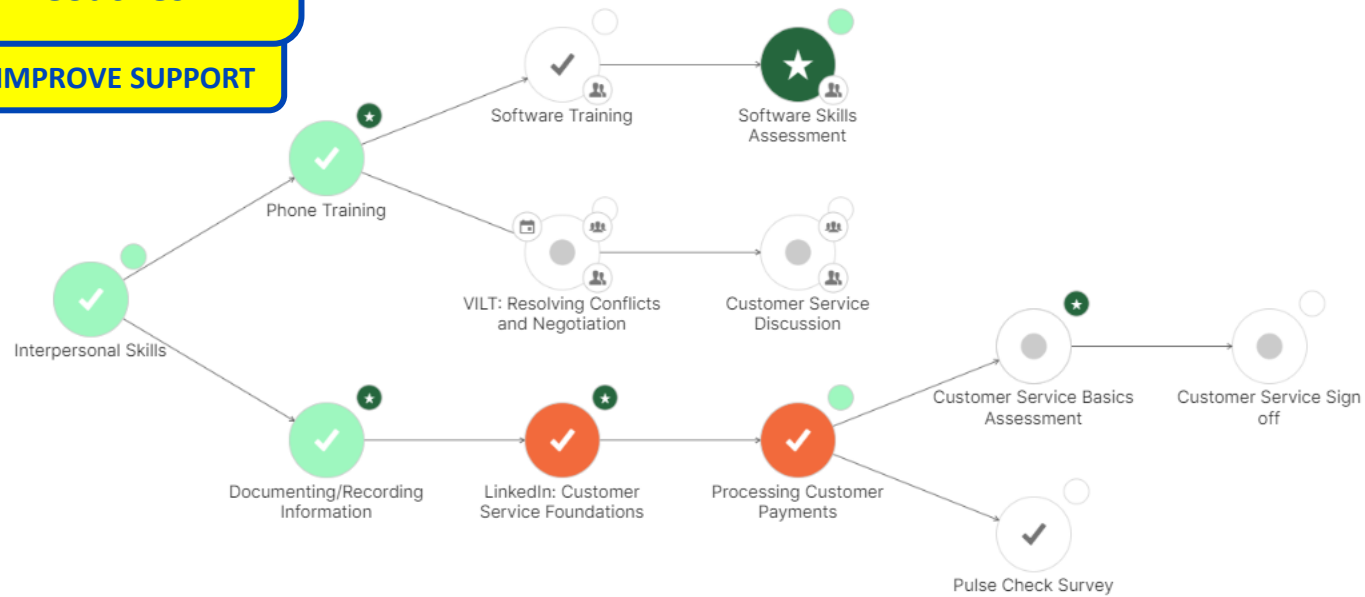
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Need To Know **Learning Map** Learners Analytics



**Pinpointed Support  
from Coaches**

**SAVE TIME & IMPROVE SUPPORT**



**Team**

SOS Dan

Alex

Holly

SOS Seth

Sarah

Ginger

Kurt

Compare



**Coach/Trainer Support**

Grading rubric: Position Assessment Main Tower Control



Options



Finished

Trainee	A functional test of all communication equipment necessary for the operation of the ride was conducted and found to be in proper working order as recommended by the manufacturer	All automatic and manual safety devices were inspected and tested and found to be in proper working order as recommended by the manufacturer	All brakes, service brakes, emergency brakes, parking brakes and back stops were inspected and tested	All fencing, guarding and barricades were inspected and tested and found to be in proper working
Aaron Adamson	Complete Incomplete	Complete Incomplete	Complete Incomplete	Complete Incomplete
Bailey Blair	Complete Incomplete	Complete Incomplete	Complete Incomplete	Complete Incomplete
	Complete Incomplete	Complete Incomplete	Complete Incomplete	Complete Incomplete

Real Performance as  
Input to Learning  
Personalization

EFFECTIVENESS

Connecting Competence to Learning

# Essential Dimensions in Adaptive Learning

True  
impact on  
outcomes and  
efficiency



## Learner Knowledge and Performance

Prior Knowledge, Knowledge Gaps, Performance



## Learning Engagement

Level of Effort, Progress, Dynamic Interventions, Nudges, Behavioral, Emotional



## Learning Relevancy

Role-based, Relevance to Task, Tenure, Current Need, In the Flow of Work, Mobile

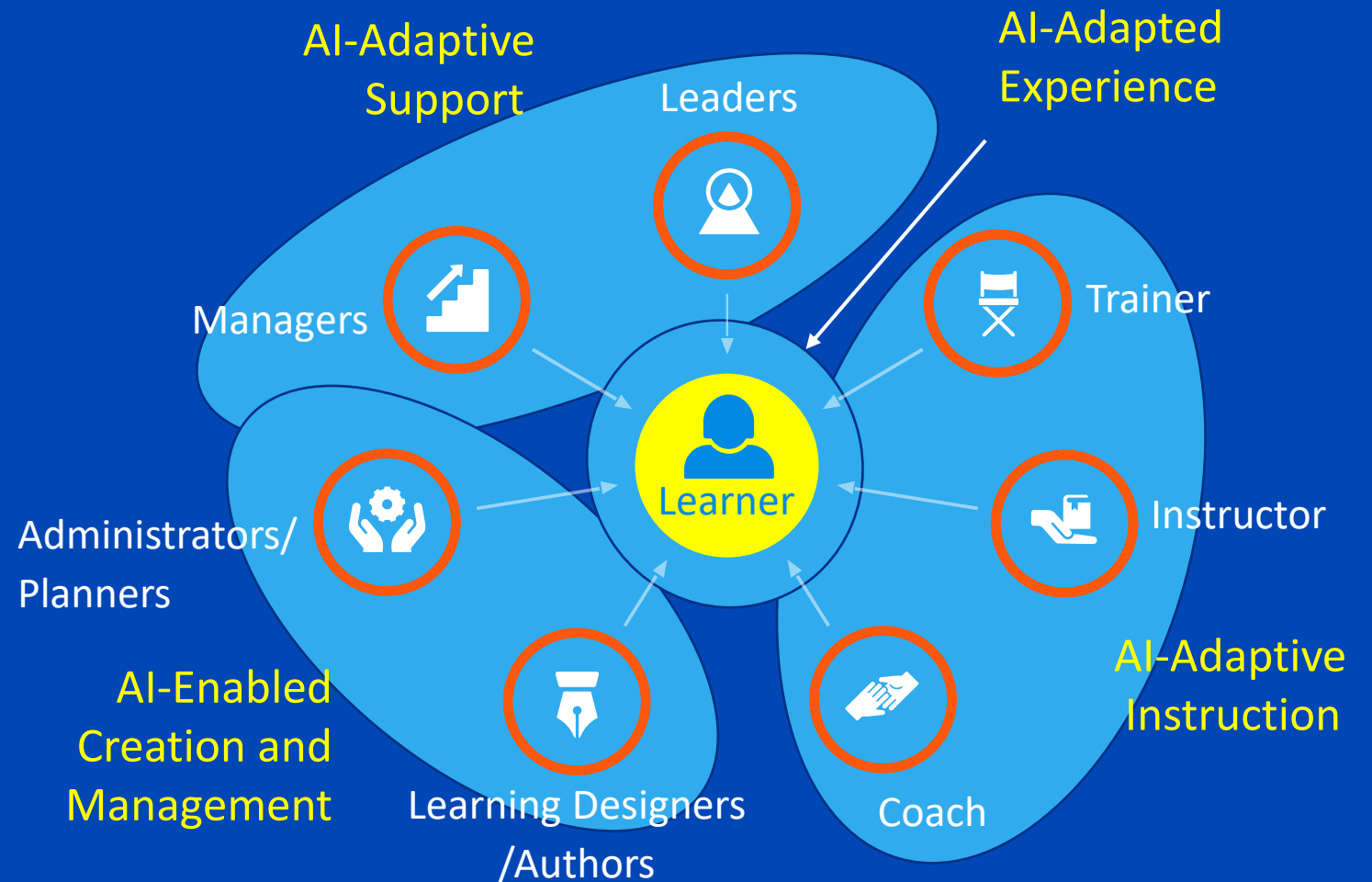


## Learner Profile

Language, Location, Preferences, Likes,

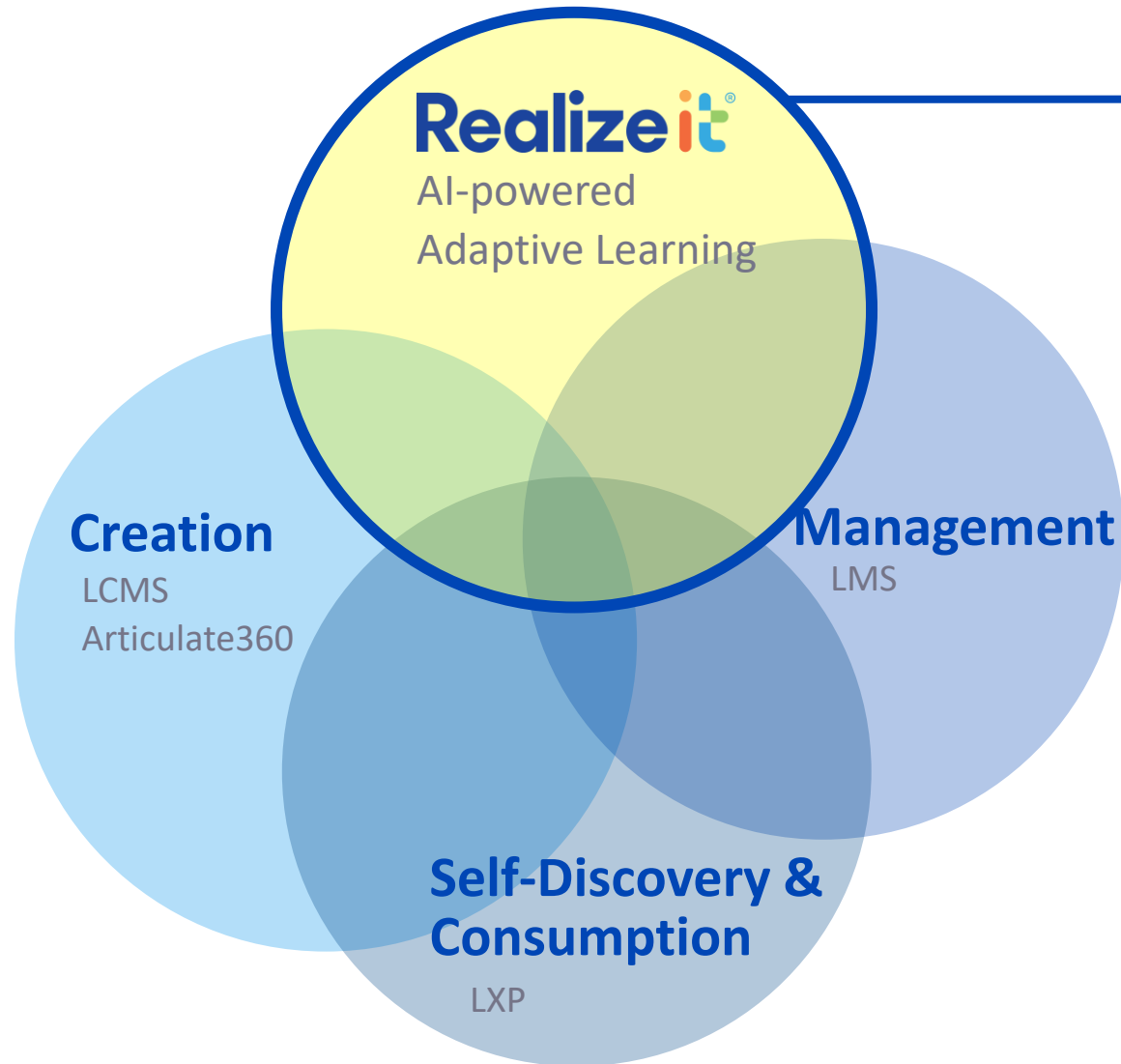


# Must Be Value-adding for all Stakeholders





# What AI, Adaptive Technology Must Do



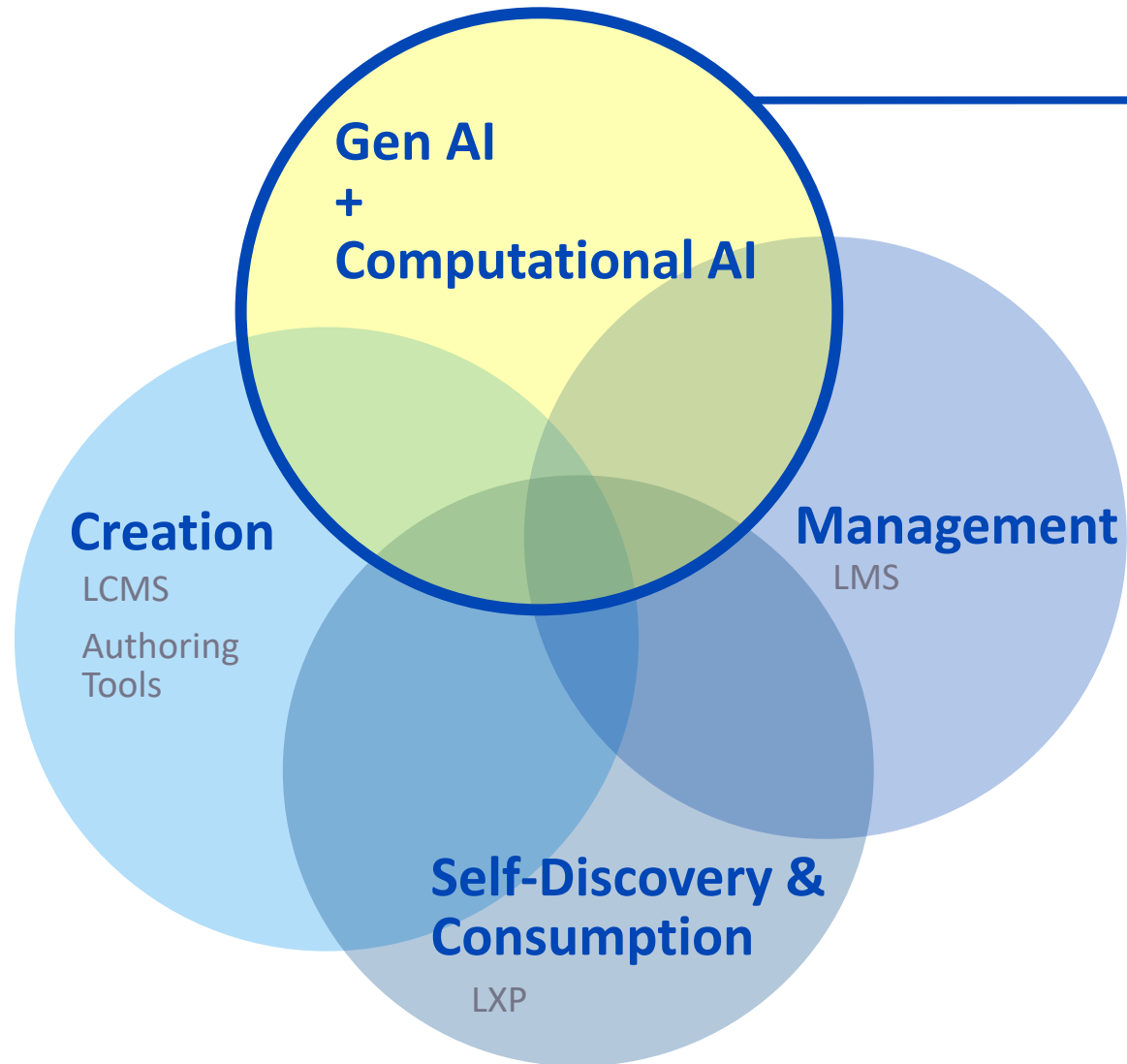
Personalize, Guide and  
Navigate Learner Journeys

Connecting Learning to  
Skill and Job Performance  
Development

Making Learning Efficient

Provide Co-pilots for  
Designers, Managers,  
Trainers, Learners

# Layered in Pragmatically in Ecosystem

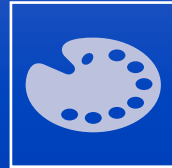


Improve Quality  
Improve Support  
Improve Self-Service  
Improve Visibility  
Improve Scalability  
Improve Speed  
Reduce Effort  
Enable Transformation

# Role of AI – Value-add Assistants for Stakeholders

## Creator/Designer

- Create, convert, transform content
- Identify and Tag relevant content
- Connect Content to Skills
- Curate learning journeys
- Automate Tasks

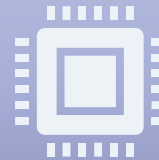


## Learner

- Personalize journey
- Personalize content
- Move at the right pace, stay on track
- Recommend what's relevant
- Surface the right answers in the flow of work



AI



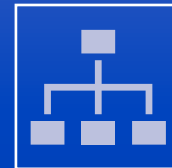
## Instructor/Trainer/Coach

- Help Personalize Instruction
- Provide precise visibility and insights
- Automate remediation and nudging needs



## Outcomes Managers

- Identify learning needs around skill gaps
- Early identification of risk areas
- Manage team and company skill development



# Use-cases and Stories in Practice

The background is a deep blue with various white and light blue digital motifs. On the left, there's a wireframe brain. In the center, a large circular pattern with arrows and dots, resembling a radar or data visualization, surrounds a central point. To the right, a human hand is shown in a reaching gesture, with a glowing light effect emanating from the palm. The overall aesthetic is high-tech and futuristic.

# Illustrative Examples from Leading Companies



## Pharmaceuticals

- Compliance
- Continuous Reinforcement



## Professional Services

- Upskilling



## Retail Healthcare

- Onboarding



## Media & Entertainment

- Onboarding to Ongoing
- Cross-Training



## Pharma Compliance and Reinforcement

- Needs
  - Speed up compliance training
  - Continuously reinforce technical product knowledge
- Challenges
  - Compliance training is document based (read and sign)
  - Reinforcement training is one-size-fits-all with poor engagement and adoption
- Adaptive Learning's Impact
  - Save 40% on compliance training time by detecting prior knowledge
  - Significant improvement in engagement through Personalized reinforcement focused on individual gaps through targeted micro-assessments and gamified motivation





# Professional Services Upskilling

- Needs
  - Upskill Organization in “New” skills - AI fluency and Cybersecurity
- Challenges
  - Diverse content with disjointed experience
  - Learner engagement quickly fading
  - No visibility into learner progress or areas of need
- Adaptive Learning Impact
  - Guided journey across diverse content
  - Credit for prior knowledge to motivates learners
  - Targeted Interventions based on visibility into engagement and progress
  - Assurance of “readiness”

# Retail Healthcare Training and Developing Leaders

## – Needs

- Onboard/Develop leaders from varied backgrounds
- Increase engagement, fit into busy schedules
- Increase time efficiency of training and enable shift from classroom

## – Challenges

- Varying skill levels of new leaders
- Coordinating a blended learning program over extended periods
- Allowing individuals to proceed at their own pace while in a cohort

## – Adaptive Learning Impact

- Reduce long-term training from 24 months down to 12-18 months
- Personalized to each learner's existing knowledge levels
- Personalized journey from eLearning to virtual instruction to coaching and performance assessments





# Media and Entertainment On-The-Job Training

## – Needs

- Digitize OJT Training for critical frontline workers
- Improve efficiency in “shoulder-to-shoulder” training

## – Challenges

- Training content was one-size-fits-all
- Cross-skilling could not account for existing knowledge
- Frequent procedure updates were inefficient to retrain

## – Adaptive Learning Impact

- Transform static learning into bite-sized dynamic adaptive learning journeys
- 30% efficiency gains in cross training
- 50% savings in annual training updates
- Visibility into job readiness for resource planning and scheduling



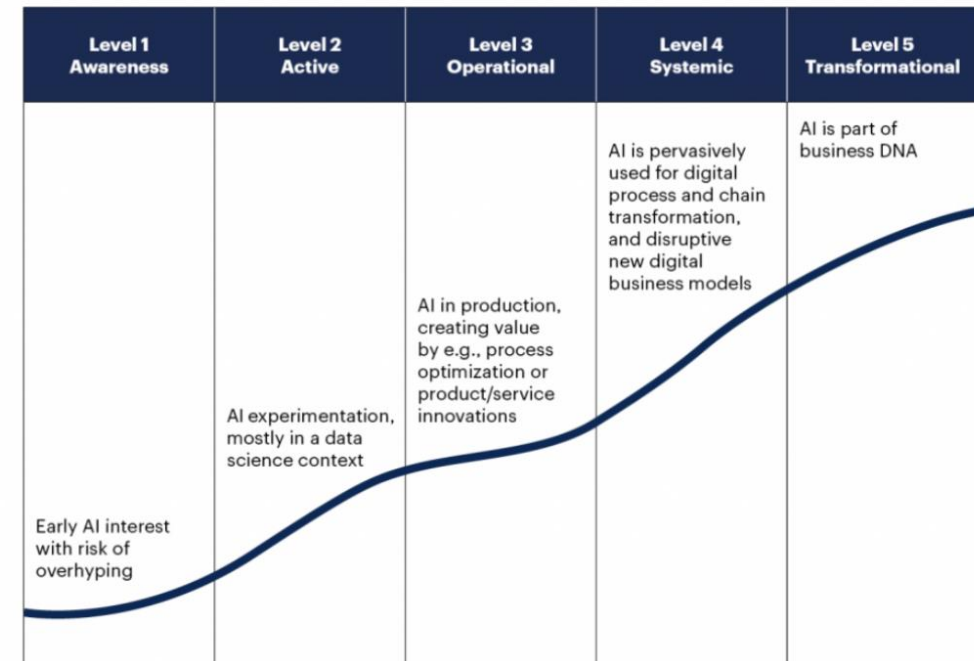
# Poll Response: Top Learning Priorities



# Key Learnings from Adoption Stories

- Maturity to AI and Adaptive is a journey
- Needs Rethink on Strategy, Model and Processes
- AI = Gen AI + Computational AI
- POCs, Prototypes and Pilots as first stage activities (Get to Level 2 Maturity) are best first steps
- Initial use-cases aligned to strategic problems (Think ROI of Adaptive/ AI) produce best showcases for broader adoption

## AI Maturity Model



[gartner.com/SmarterWithGartner](https://gartner.com/SmarterWithGartner)

Source: Gartner  
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**Gartner**

# PERSONALIZE THE TRAINING JOURNEY

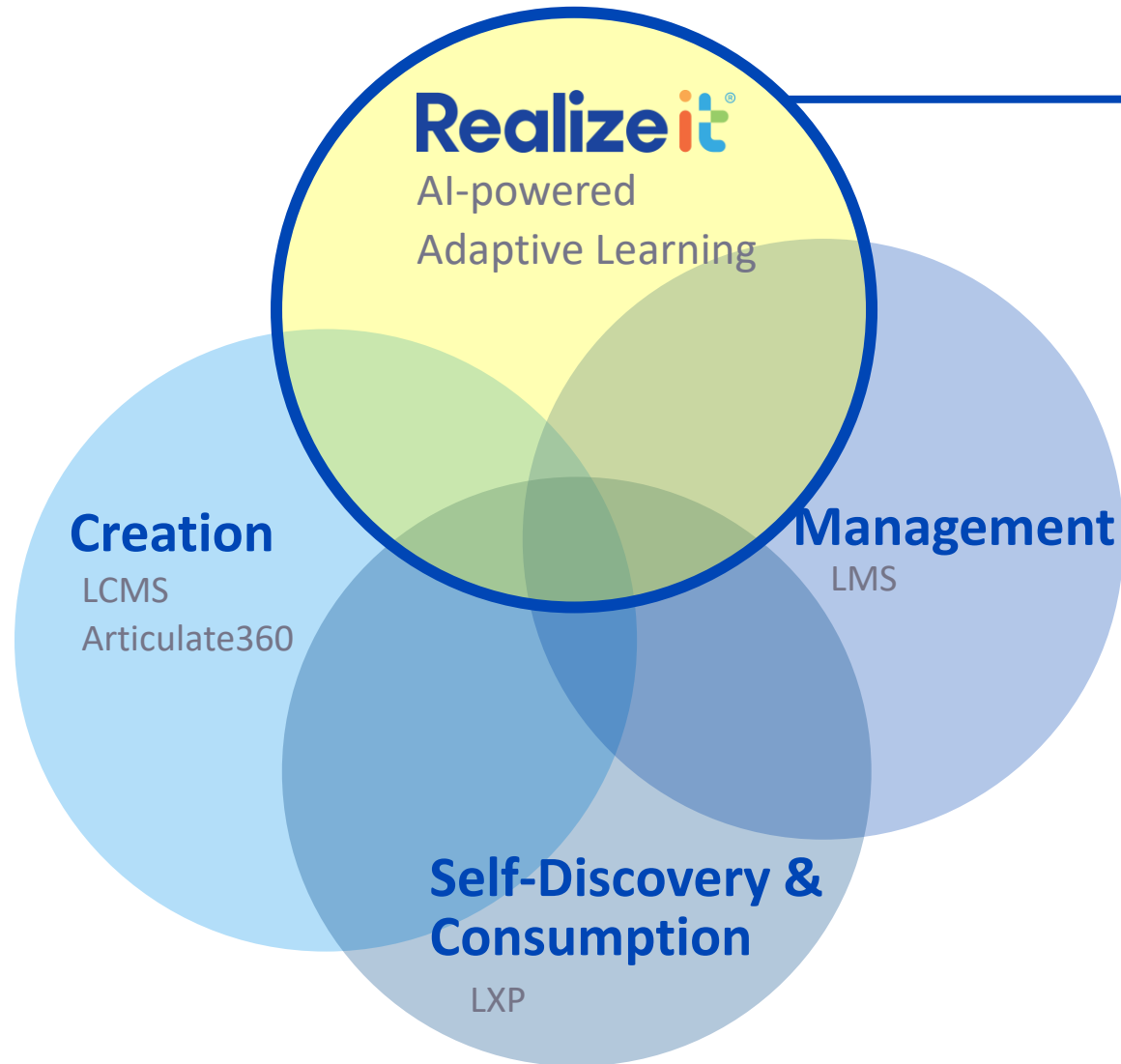


Efficient

Effective

Relevant

# Realizeit's Personalized Adaptive Experience with AI



Self-learning AI Engine to Personalize, Guide and Navigate Learner Journeys

Connecting Learning to Skill and Job Performance Development

Making Learning Efficient

AI based Co-pilots for Designers, Managers, Trainers, Learners



# Interested in seeing and diving deeper?

Learn how Realizeit helps you make an impact:



BENEFIT #1

Realizeit Saves Time



BENEFIT #2

Realizeit Engages Learners



BENEFIT #3

Realizeit Impacts  
Performance



BENEFIT #4

Realizeit Reduces Risk



BENEFIT #5

Realizeit Enables Agility



SUMMARY

Make Your Case for Adaptive  
Learning

<https://bit.ly/3rgaC4E>



## Let's Start a Conversation

Reach out to discuss how Realizeit adaptive technology can transform your workforce development:

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